

April 25, 2002

**NOTICE TO ALL  
TELECOMMUNICATIONS COMPANIES  
DOING BUSINESS IN WASHINGTON STATE**

**New Rules Effective in June, 2002 Require:**

- (1) Washington State Price Lists Must be Available on a Website**
- (2) All Customer Notices and Invoices Must Include the Website Address**

Docket No. U-991301

The Washington Utilities and Transportation Commission (WUTC) has decided to adopt a comprehensive revision of Chapter 480-80 WAC, **Utilities General-Tariffs, Price Lists, and Contracts**, and customer notice rules in Chapter 480-120 WAC, **Telecommunications Operations**. The new rules will become effective on approximately June 15, 2002.

There will be many significant changes to the rules governing use of tariffs, price lists, and contracts by telecommunications companies. The new rules may require changes in the procedures that companies use to make filings and notify customers. Each company should review the proposed rules to ensure that its practices will comply with the new requirements when the rules become effective.

The draft text of the rules that will become effective is posted on the Commission's website, [www.wutc.wa.gov/991301](http://www.wutc.wa.gov/991301). Complete information on the effective date of the rules will be posted when it is known.

In particular, telecommunications companies offering service under a price list should take note that all price lists must be posted on a public website, and the website address must be included in all invoices and customer notices. **WAC Section 480-80-206; Price list availability to customers** requires:

- (1) Each telecommunications company offering service under a price list must maintain a complete copy of the price list on a website accessible to the public using standard web browser software.
- (2) Each telecommunications company offering service under a price list must provide to any customer making a written or oral request a copy of the price list sheets applicable to that customer's service. The telecommunications company must provide the price list at no charge to the customer. This subsection does not apply if the

telecommunications company makes available for public inspection, at a location within the customer's exchange, a complete copy of the price list.

(3) Each telecommunications company offering service under a price list must include in each customer bill or notice:

(a) The Internet address (uniform resource locator) of the website containing its price list; and

(b) The toll-free telephone number to use in requesting price list copies and a statement that there is no charge for the price list copy. If a company is not required by subsection (2) of this section to provide price list copies, it must instead provide the address, telephone number, and business hours of the location within the customer's exchange at which a complete copy of the price list is available for public inspection.

WUTC staff are available to answer questions and assist companies in understanding and complying with these requirements. Questions should be directed to Virgil Santos of the WUTC telecommunications section. He can be reached by e-mail at [vsantos@wutc.wa.gov](mailto:vsantos@wutc.wa.gov) or by telephone at 360-664-1280.

Sincerely,

Carole J. Washburn  
Secretary